



# End-To-End (E2E) Data Collection: What, Where and When Federal Executive Board October 2010



# Agenda

## E2E Background

### E2E Metrics

- What - Data
- Where - Data Source
- When - Reporting

### Improvement and Tracking Progress

- Plan for Improvement
- Track and Report
- Manager and Applicant Surveys

### Q&A



# Background

E2E is a collaboration between the Chief Human Capital Officer's (CHCO) Council and OPM

E2E is a systematic and horizontal approach to the hiring process

E2E consists of 5 Components:

- Workforce Planning
- Recruitment
- Hiring Process
- Security and Suitability
- Orientation



## Background Cont'd

E2E was launched 8/29/08

E2E metrics training for the agencies occurred in 2008 and 2009 including 8 FEBs

Agencies established baselines and set targets in December 2008 and 2009 Human Capital Management Report (HCMR)

Agencies report results in their annual HCMR and set new improvement targets agency-wide

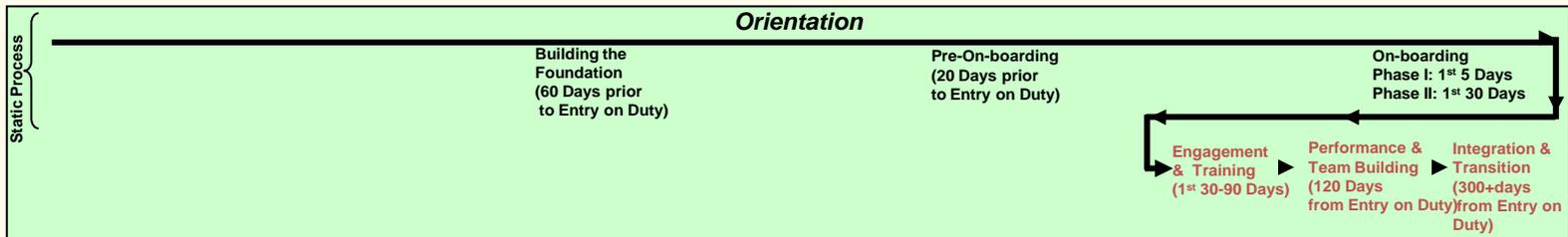
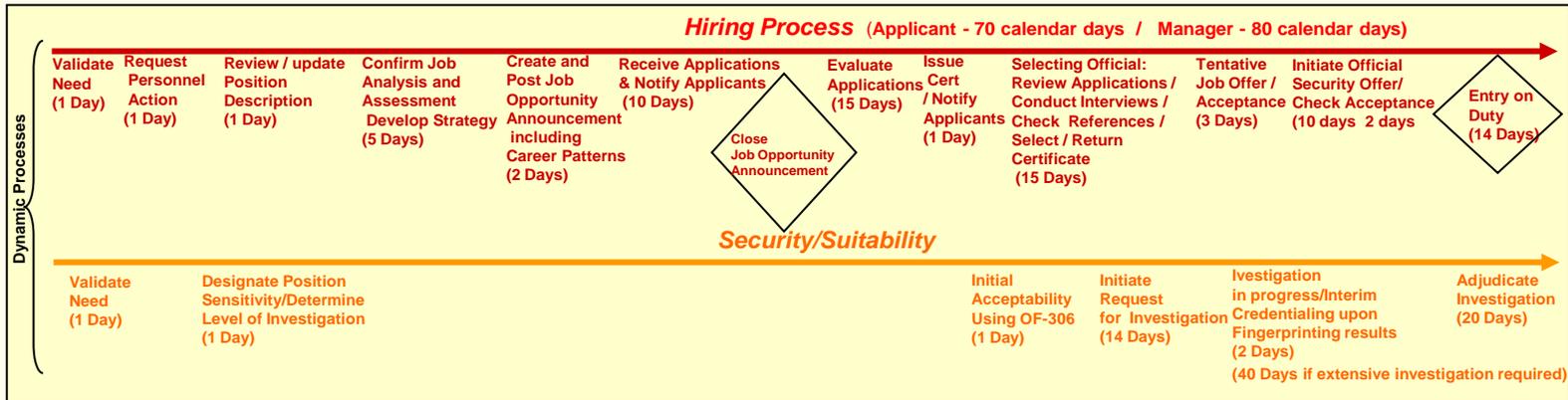
On-going training and support provided by HCOs



# Goal

Goal: Transform Federal hiring into a competitive experience for applicants and line managers by:

- Designing roadmap for end-to-end (workforce planning through orientation)
- Integrating all aspects of hiring to attract top talent, keep applicants well informed, and acculturate new employees into the agency's mission
- Systemic v. symptomatic
- Transform Federal hiring beyond the “45-Day” hiring model





# Reporting

E2E reporting consists of 13 metrics integrated within the 5 components

Agencies report annually in their Human Capital Management Report (HCMR)

Agencies set targets for current Fiscal Year and report results for prior Fiscal Year

Agencies use results to develop action plans to improve or maintain current targets



# End-To-End Hiring Metrics

<b>Workforce Planning</b>	% of managers reporting they have the information needed to make effective decisions regarding staffing requirements
	% of annual staffing projection achieved.
<b>Recruitment</b>	% of applicants reporting hearing about the job from agency recruitment efforts
	% of new employees reporting hearing about the job from agency recruitment efforts
<b>Hiring Process</b>	% of employees hired within 80 days
	% of applicants who indicated they were able to obtain information on current state of their application
	Average number of days per new hire
	% of new employees reporting regular communication throughout the entire hiring process
	% of managers reporting that they were referred applicants with the skills needed to perform the job
	% of new employees reporting satisfaction with the hiring process
<b>Security/Suitability</b>	% of security clearance investigations submitted within 14 days of the e-QIP submission
	% of clearance adjudications completed within 20 days
<b>Orientation</b>	% of employees reporting satisfaction with the orientation process
	% increase in retention rates: 1-year, and 2-year



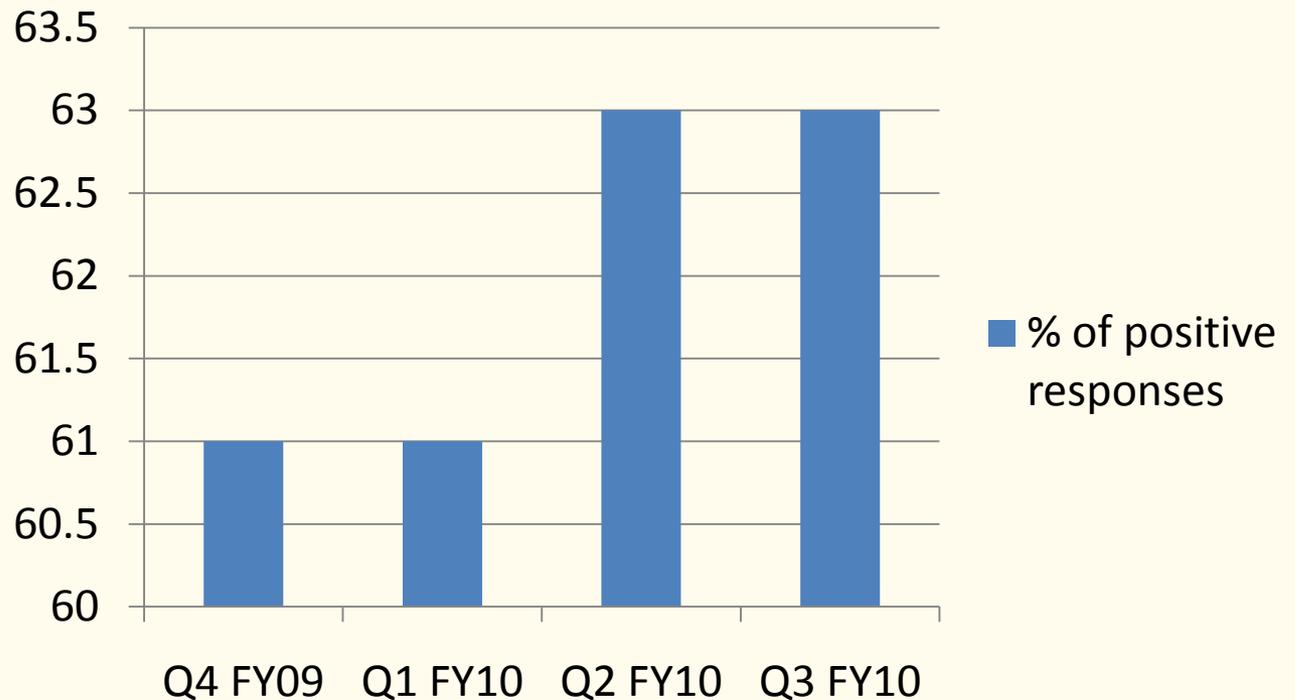
# Workforce Planning Metrics

Metric	Data Source	Metric Link
% of managers reporting they have the information needed to make effective decisions regarding staffing requirements	Manager Satisfaction Survey	Q. I am fully involved in the workforce planning process including determining current and future workforce requirements.
% of annual staffing projection achieved	Agencies submit evidence in their annual HCMR through SSM charts	Agencies use data from their SSM Chart to measure success and set targets



Managers reporting they have the information needed to make effective decisions regarding staffing requirements

### % of positive responses





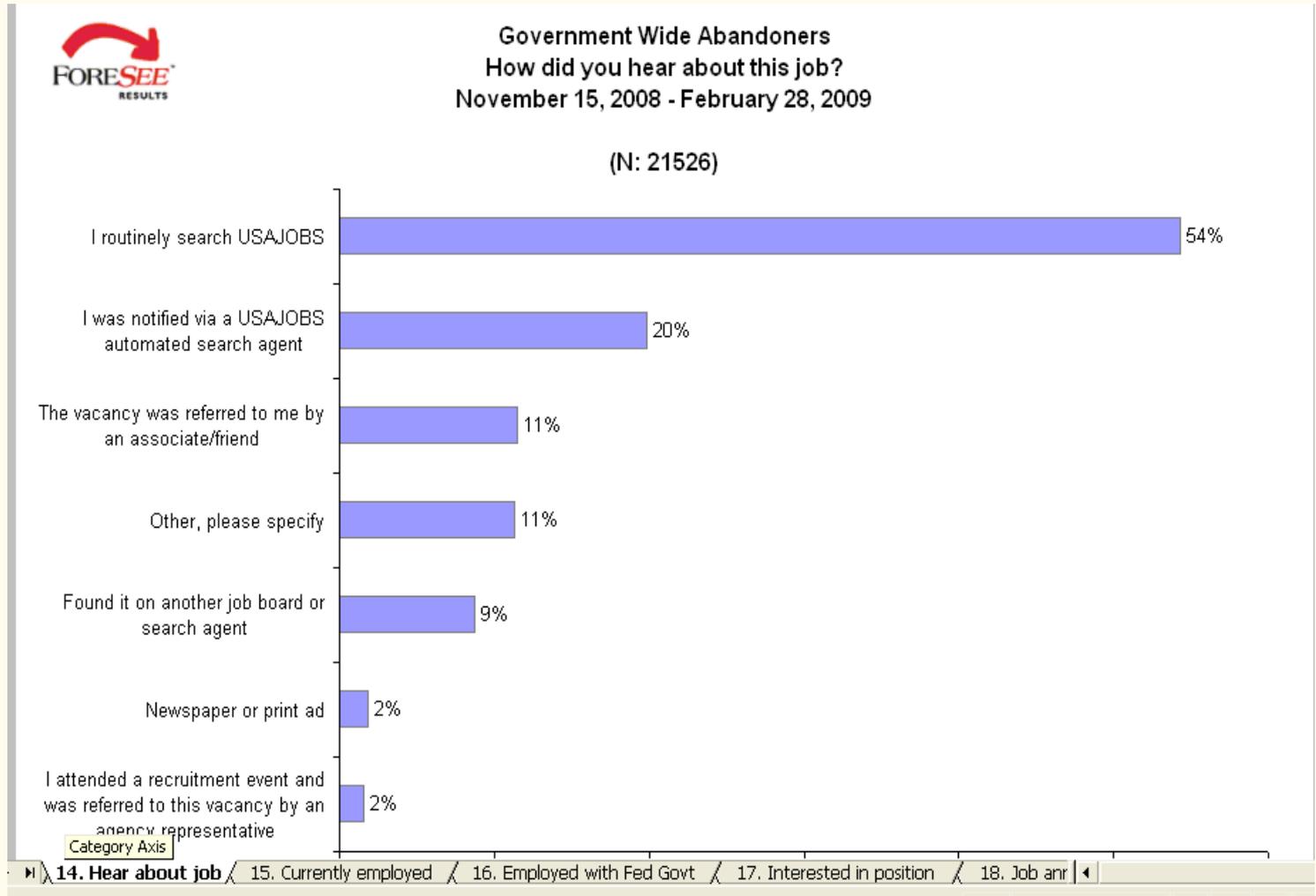
# Recruitment Metrics

Metric	Data Source	Metric Link
% of applicants reporting hearing about the job from agency recruitment effort	Applicant Satisfaction Survey (Abandoner)	Q. How did you hear about this job? Agencies can use all responses except for “through USAJOBS”
% of new employees reporting hearing about the job from agency recruitment efforts	New Hire Survey	Q. How did you hear about this job? Agencies can use all responses except for “through USAJOBS”



# Metric 3

% of applicants reporting hearing about the job from agency recruitment effort. Source: Applicant Satisfaction Survey





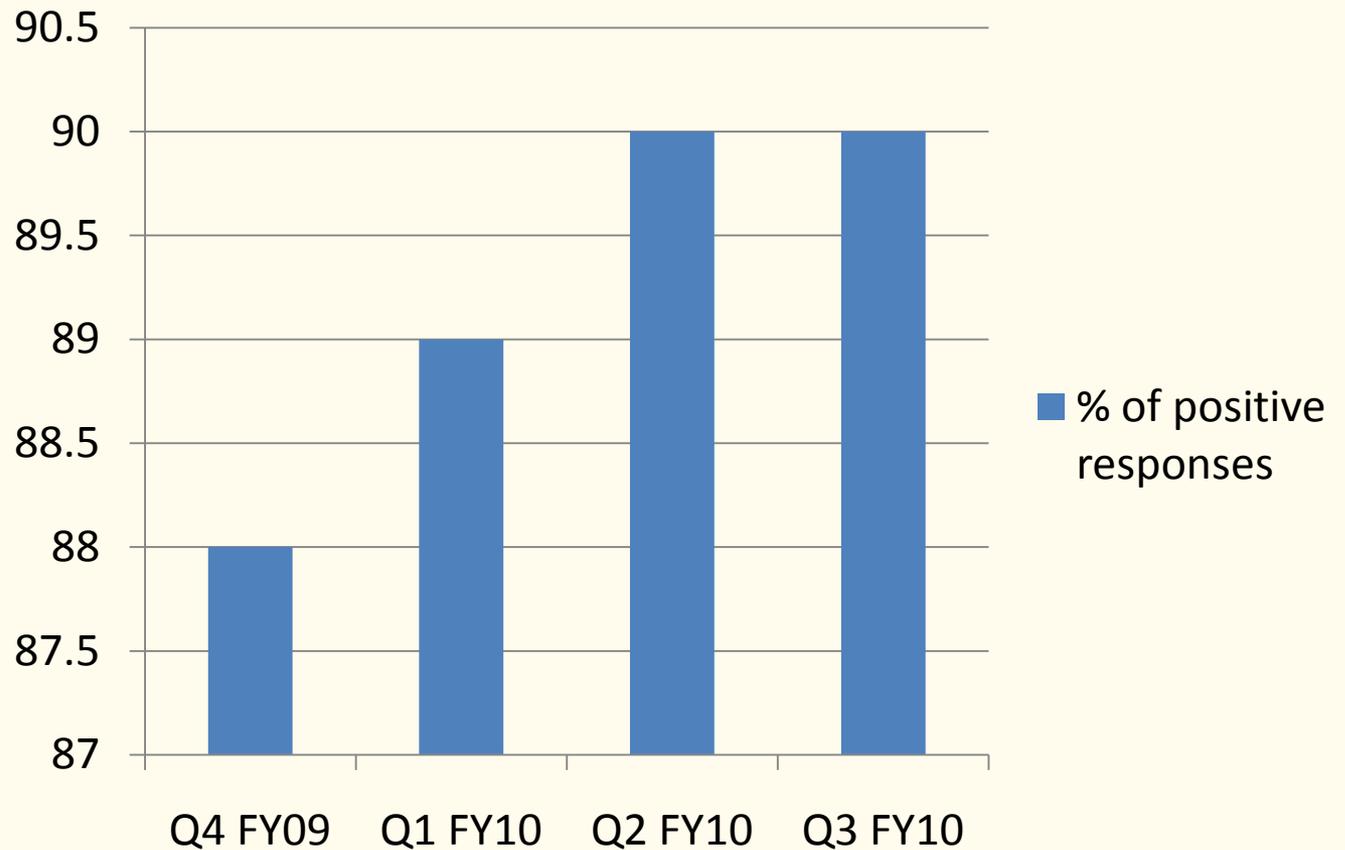
# Hiring Metrics

Metric	Data Source	Metric Link
% of employees hired within 80 calendar days	Agency Hiring Timeline Data or Tracking System	Agencies use internal systems to track time to hire for DEU external competitive permanent hires
Average number of days per new hire	Agency Hiring Timeline Data or Tracking System	Agencies use internal systems to track time to hire for DEU external competitive permanent hires
% of applicants who indicated they were able to obtain information on current status of their application	Applicant Post-Completer Survey	Q. Do you know how to check the current status of your application?



# Applicants reporting they were able to obtain information on current status of their application

**% of positive responses**





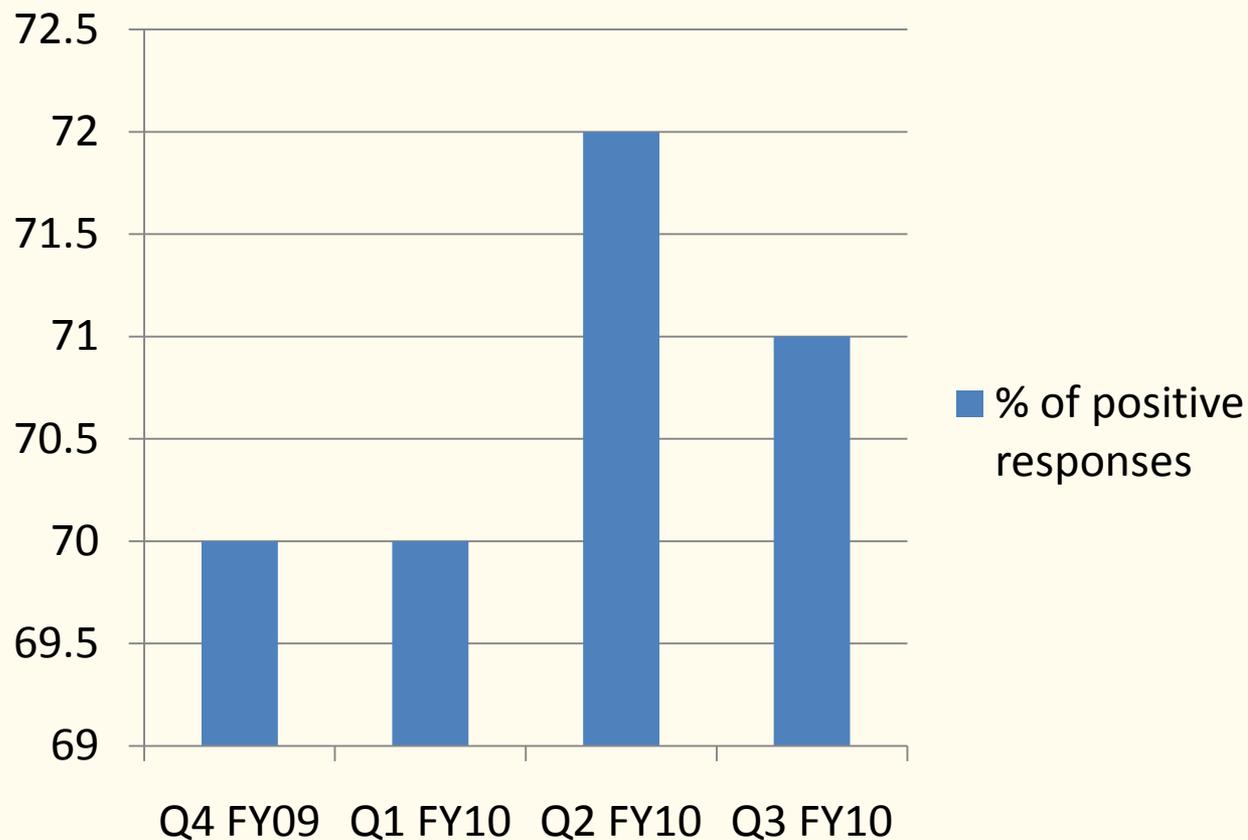
# Hiring Metrics Cont'd

Metric	Data Source	Metric Link
% of managers reporting that they were referred applicants with the skills needed to perform the job	Manager Satisfaction Survey	Q. Applicants referred had the skills to perform the job
% of employees reporting regular communications throughout the entire hiring process	New Hire Survey	Q. I was able to get information about the status of my application at the 4 notification points throughout the hiring process. You must have received or been able to get information regarding your application at each points



# Applicants referred had the competencies to perform the job

**% of positive responses**





# Security/Suitability Metrics

Metric	Data Source	Metric Link
% of security clearance investigations submitted within 14 days of the e-QIP submission	OPM supplies majority of agencies quarterly data (OMB, State, excluded)	Agencies track progress through quarterly reports.
% of clearance adjudications completed within 20 days	OPM supplies majority of agencies quarterly data (OMB, State, excluded)	Agencies track progress through quarterly reports.



# Orientation Metrics

Metric	Data Source	Metric Link
% of employees reporting satisfaction with the orientation process	New Employee Survey	Q. I am satisfied with the overall orientation that I have received. (Suggested scale is 1-5. Agencies should use all 4 and 5 responses.)
% 1-year retention rate	Currently agencies use internal data source.	OPM will be supplying data to agencies on a quarterly basis. Data will also be shown on HR Dashboard.
% 2-year retention rate	Currently agencies use internal data source.	OPM will be supplying data to agencies on a quarterly basis. Data will also be shown on HR Dashboard.



# Applicant Satisfaction Survey

- Recently updated by a Deputy CHCO Working Group
- Streamlined questions to provide value to agencies and to provide relevant data to measure hiring reform implementation
- Three surveys hosted by USAJOBS: Abandoner, Completer, and Post-Completer
- Applicant satisfaction is one of several key measures on the HR Dashboard accessed through [www.performance.gov](http://www.performance.gov)



# Managers' Satisfaction Surveys

- Recently revised by the Deputy CHCO Working Group
- Streamlined questions to provide value to agencies and to provide relevant data to measure hiring reform implementation
- New survey added to assess satisfaction of hiring decision six months after new employee begins
- Managers' satisfaction is one of several key measures on the HR Dashboard accessed through [www.performance.gov](http://www.performance.gov)



Questions?